EMSTAT

Facility Emergency Status Reporting

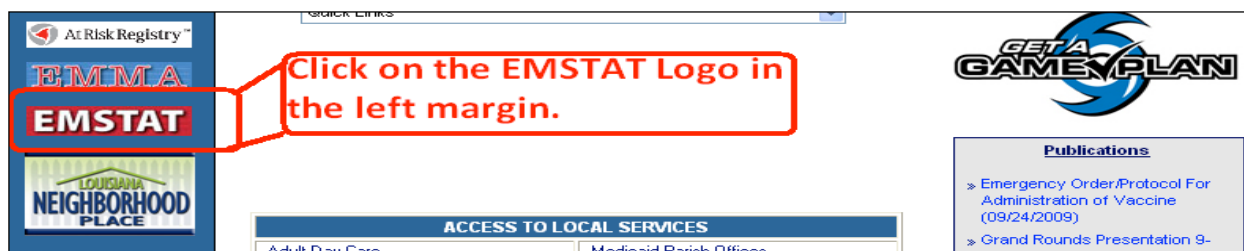A User Guide for accessing your facility's information and providing updates on your status before, during, and after an emergency. **EMSTAT is not for use in requesting emergency services or resources.**

DHH Emergency Preparedness
06/15/2011

Quick Start Guide

1. Do Not Bookmark; add to Favorite; or save a direct link to EMSTAT! Always access the EMSTAT application through any of the following web sites:

   ➢ **Louisiana Department of Health and Hospitals: http://dhh.louisiana.gov/**

   ➢ **Health Standards Section: http://dhh.louisiana.gov/index.cfm/page/248/n/24**

   ➢ **Louisiana Nursing Home Association: http://www.lnha.org/**

   ➢ **Leading Age Gulf States : http://leadingagegulfstates.org/**

   ➢ **Louisiana Hospital Association: http://www.lhaonline.org/**

   ➢ **Louisiana Assisted Living Association: http://www.laassisted.org/**

2. Clicking on the EMSTAT logos or provided links, on any of these web sites will open a new window that will bring you to the login page for EMSTAT:

3. Once you're in the application's main page you will need to update your facility information on the following pages; Facility, Contact, Census, and Generator. The Evacuation and Outage pages are to be used if requested during major emergency events. Each of the pages can be selected from the links at the top of the page.

   ➢ Health Standards recommends that facilities update their census each month:

   ➢ The Census to be updated is found on the " Facility Census" page

Giving a Status Update for a "No Change" Situation

Upon request, ALL facilities are to update EMSTAT for an emergency event. **It is required that you**

update all of your information on EMSTAT by going to each page and enter or correct the requested information. Once all information on each page has been updated, each facility is then required to update twice daily – 7:30 AM and 2:30 PM.

During an event and only when your facility's evacuation status, power status, and census is unchanged from your last status report, you simply need to let DHH know that you've checked in and reported no change in status. EMSTAT has been designed to let you do this in a few clicks of the mouse as follows:

Always update all EMSTAT pages before using the following option!

This graphic shows four of the major areas for status unchanged updates – **to be used only after an initial update to ALL information has been completed following an initial request**:

1. Your facility's overall operating status – only updated during Emergencies.

    a. Hospitals can indicate parts of their facilities as open.

    b. Adult Residential Care Providers and Nursing Homes can be open, closed (not open to public for short period), or closed-out of business.

2. Your facility's evacuation status - only updated during Emergencies:

    a. Adult Residential Care Providers can be fully evacuated, partially evacuated, or sheltering in place at the time of a status report.

    b. "Partially evacuated" would be used to indicate that your evacuation is still in progress at the time of your status report. If you are not fully evacuating **all residents** (does not include staff) you would indicate "sheltering in place". You will still need to report evacuated residents.

3. The status of three key factors regarding your facility- only updated during Emergencies and ONLY when there has been no change after your initial update:

    a. Your census – always update census on Facility Census page after initial request before using this option.

b. Your evacuation status - always update Evacuation page after initial request before using this option.

c. Your power or other outage status - always update Outage page after initial request before using this option.

4. Your fuel status – NOT to be used to request fuel

a. **Please note that if you indicate that you are critically low or will need fuel "as of" a certain date in EMSTAT, it does not replace the need to contact your parish and/or your DRC to place a fuel request in WebEOC. The data entered in EMSTAT is used for forecasting before your request gets to WebEOC and ESF 8. Always try your normal supplier first.**

In the screen shot above **#1** – the Operating Status – this facility has their Emergency Department (ED) only open as of 7/28/09. An Adult Residential Care Provider might be open or closed.
In **#2** Evacuation Status facility reports that it has been partially evacuated since 7/27/09. An Adult Residential Care Provider could choose either Fully Evacuated or SIP (Sheltering In Place) for this section.
In area **# 3**, An Adult Residential Care Provider would edit and check –Status OK - for Census, Evacuations, and Outages if there was no change since their initial requested update.

To do this is simple:

1. Click the "Edit" link next to the category you wish to update. In this example, we'll use Census.
   a. We click the "Edit" link next to Census and, since the "Status OK?" box is already checked, all we have to do is click "Update" and we're done!

2. For Outages, we follow the same procedure.

3. For Evacuations, Adult Residential Care Providers and Nursing Homes would follow the same procedure.

In area **#4**, Fuel Status – if applicable, enter generator fuel status – Adequate, Critically Low, or Out.

Now the update is completed for this reporting period. No further reports or status updates are necessary for that period. However, if your status in any one of these categories changes, you are required to go that section and make the necessary updates.

For most facilities with stable situations during an event, once an initial update or baseline report is made, simply clicking the "Edit" and "Update" links next to the appropriate items in the Update Category (#3) will complete their reporting responsibilities for each period – before 7:30 AM then again before 2:30 PM.

Finally, reporting changes in status is required for census, evacuations, outages, fuel status, and operating status on those pages is needed if there are actual changes from the last reporting period. If your situation in these areas is unchanged from the initial or recent report, you can satisfy your reporting requirement with a few clicks!

Remember to always click **"Update"** or **"Add"** to ensure your information is entered. If a mistake is made you can either delete the entry then enter the correct data or edit the data.

Introduction

Past emergency events such as floods, freezes, pandemics, tornados, hurricanes, et cetera have demonstrated an urgent need for timely information about the status of care facilities such as Adult Residential Care Provider (ARCP), Hospitals and Nursing Homes. This need for near-real time information includes not only facility status data but also data about census and resident status. EMSTAT, a mechanism to obtain this information from facilities, was developed in order to minimize the time a facility has to devote to information transfer and at the same time allow accurate detailed reporting for incident commanders trying to manage an event response across a region or the state.

The rapid development and changing informational needs will result in the continued need for modifying EMSTAT while the application is being used. It is much like "changing the tires while the car is moving." The development team is acutely aware of the difficulties this type of approach may impose on end users, and the entire team wants to communicate the sincere intent to minimize these impacts as much as possible. Your suggestions for improvement are always timely and will be considered in depth by the team.

Thank you in advance for your patience as the development and refinement of EMSTAT continues. We sincerely believe EMSTAT will be beneficial to facilities while still yielding valuable information for managing emergency events.

If you need assistance with the application during non-emergency periods, you can access support by emailing:

Malcolm Tietje: malcolm.tietje@la.gov or **Henry Yennie:** henry.yennie@la.gov

Step-By-Step Walk Through

Getting to EMSTAT

The easiest way to ensure that you are getting to the latest version of the application is to use one of several gateways:

- ➢ **Louisiana Department of Health and Hospitals: http://dhh.louisiana.gov/**

- ➢ **Health Standards Section: http://dhh.louisiana.gov/index.cfm/page/248/n/24**

- ➢ **Leading Age Gulf States: http://leadingagegulfstates.org/**

- ➢ **Louisiana Nursing Home Association: http://www.lnha.org/**

- ➢ **Louisiana Hospital Association: http://www.lhaonline.org/**

- ➢ **Louisiana Assisted Living Association: http://www.laassisted.org/**

LeadingAgeGS, LALA, LHA and LNHA main page links bring you to another page where you can find the EMSTAT logos to click on.

Clicking on the EMSTAT logos or links on either of these web sites will open a new window that will bring you to the login page for EMSTAT:

Main Logon Screen

We strongly urge **facilities** to reset their passwords to a memoriable secure password. The password requirements are that it be at least 6 alphanumeric characters in length, with one character being a number.

General Navigation and Editing Hints

1. Please use the links at the top of each page to navigate back and forth between sections. Using the "Back" button on your browser may cause you to lose data changes and in some cases can lead to errors.
2. Generally, adding a data item is done by using the "Add" next to the data item as illustrated:
3. After adding or changing data, there will usually be "Update" and "Cancel" links.

4. In some areas of the application, the data window may not show all of the entries made for that item. As an example, in the "Services" area for generators, the application will show the first 6 entries. Additional entries are on a second page, indicated by the presence of page numbers in the bottom bar:

Generator 1

	Services powered
Delete	Elevators
Delete	Food refrigeration/Kitchen
Delete	General lighting
Delete	General power
Delete	Laboratory
Delete	Life safety branch
Add	
1 2	

Note the links to additional pages of information

Terry Osborne

		Type	Phone	Primary
Edit	Delete	Business	(337)788-6400	
Edit	Delete	Fax	(337)788-6413	
Edit	Delete	Home		
	Add			
1 2				

Note the link to additional phone numbers in the Contacts section.

Be aware of these conventions to avoid re-entry of data or thinking that your data wasn't saved.

Home Page

Once you login, you will be brought to the home page for your facility. If you are responsible for more than one facility, you may be able to choose between them. Otherwise, the drop down will not have other choices.

You should Always review and update all EMSTAT pages first!

As you can see, there are 4 major input areas on the screen along with the navigation links at the top of the page. The 4 principal input areas are:

1. Your facility's overall operating status.

    a. Hospitals can indicate parts of their facilities as open.

    b. Adult Residential Care Providers and Nursing Homes can be either open or closed.

2. Your facility's evacuation status:

    a. Adult Residential Care Providers and Nursing Homes can be fully evacuated, partially evacuated (in the process of evacuating), or sheltering in place at the time of a status report.

        i. For Adult Residential Care Providers and Nursing Homes, "Partially evacuated" would be used to indicate that your evacuation is still in progress at the time of your status report. If you are not evacuating all of your residents, you would indicate "sheltering in place".

3. The status of three key factors regarding your facility:

    a. Your census.

    b. Your evacuation status.

    c. Your power or other outage status.

4. Your fuel status – this feature is NOT to be used to request fuel.

    a. Please note that if you indicate that you are critically low or will need fuel "as of" a certain date in EMSTAT, it does not replace the need to contact your parish and/or your DRC to place a fuel request in WebEOC. The data entered in EMSTAT is used for forecasting before your request gets to WebEOC and ESF 8.

    PLEASE NOTE: For most facilities with stable situations during an event, once an initial update or baseline report is made, simply clicking the "Edit" and "Update" links next to the appropriate items in the Update Category (#3) will complete their reporting responsibilities for a period.

Finally, your twice daily- 7:30 AM and 2:30 PM- reporting of changes in status is only required for census, evacuations, outages, fuel status, and operating status if there are actual changes from the last reporting period. If your situation in these areas is unchanged from the last report, you can satisfy your reporting requirement with a few clicks!

Some basic data about facilities may be pre-loaded by DHH. However, **it is the responsibility of the facility to ensure that all information is entered into EMSTAT and is kept current and correct.**

Contacts page - The first entries which need to be done are the main contacts for the facility. This includes the following :

    A.   Emergency Contacts
        1.   Contact's Name
        2.   Contact's Type/Position
        3.   Contact's Phone
            a.   Home
            b.   Business
            c.   Mobile
            d.   Fax
            e.   Other
        4.   Contact's E-mail
    B.   Utility Providers
        1.   Provider Name
        2.   Provider Type
        3.   Facility Account # for that Provider
    C.   Evacuation Host Sites / Transportation Co
        1.   Name of resource
        2.   Type of resource
        3.   Location of resource by parish or out of state
        4.   Resource contact phone #
        5.   Effective date of contract – date contract went into effect.

Contacts Page

To add a new contact, simply start typing in the empty data fields:

When finished, click the "Add" link to add the contact to the list.

Department of Health and Hospitals
Facility Generators Outages Evacuations
State ID: HO0001608, Baton Rouge General Medical Center
Emergency contacts:

	Name			Type	
Add	James	J	Smith	▼	*
	First	Middle	Last		

It is important to choose the title of the contact:

After entering the name, choose the type of contact →

- Administrator
- Assistant Administrator
- CEO
- **Chief Nursing Officer**
- Chief Operating Officer
- Director of Nursing
- Director of Plant Operations
- Emergency Preparedness
- Other
- Owner

	Type	Phone		Email ad
Add		▼		Add

Once the contact has been entered, you can now enter telephone numbers and email addresses for the chosen contact:

Department of Health and Hospitals   **Facility Contacts**
                                                                                    BRMID
Facility Generators Outages Evacuations
State ID: HO0001608, Baton Rouge General Medical Center
Emergency contacts:

	Name			Type	Primary phone	
Edit Delete	James J Smith			Chief Nursing Officer		Phone/Email
Add	First	Middle	Last	▼		

Clicking on the "Add" link adds the contact and allows you then to edit or delete the contact

Click on this link to add phone numbers and email addresses for this contact

Email address	
Add	jsmith@hospital.com
	Please confirm

Clicking on the "Add" link after typing in the email address brings up another field requiring validation of the email address. Enter the email address again in this field.

When adding an email address, you will be asked to confirm it:

Telephone numbers are added in a similar fashion.

James J Smith

	Type	Phone	
Add	Mobile ▼	3434343434343	10 digits

Enter a 10 digit phone number - no dashes or parentheses are required. If the number you typed contains more or less than 10 digits you will get this error message

When entering more than one telephone number for a contact, you have the option to designate one number as the primary phone number through a check box:

Once you have completed the entry of pertinent facility contacts, you can proceed to the Census page to update this information. The schedule and timing for updates will be communicated by ESF 8 leadership.

Bed Types Page- for Hospitals Only

Census Page –for Adult Residential Care Providers, Nursing Homes

The Census page for **Adult Residential Care Providers** and **Nursing Homes** require the following information:

A. Facility Transportation Needs = red + yellow + green + **staff**. The total of **red+yellow+green residents** can be less than census but not more. Enter only – residents and staff- that would need transportation at the point in time when information is entered. If they are out of the facility (example: with family or at hospital) they would not need transportation.
   1. # of RED persons that need ALS ambulance – need ambulance with life support
   2. # of YELLOW persons that need BLS ambulance or Wheelchair accessible
   3. # of Green persons that can go by any normal transport
   4. # of staff that need facility to provide transportation – this includes required staff and staff that just needs transportation
   5. Total # of persons needing transportation
B. **Current Facility Census – Is required to be updated by the 15th of each month**.
   1. Census= all beds that are currently occupied or reserved
   2. As of Date = date you entered census
   3. Resident Census total # should be equal to or less than the total of red+yellow+green.
C. Total # of Facility Staff = all staff employed by adult residential care provider or nursing home
D. Number of residents the facility is willing to host at this time. If you are willing to host residents from another facility how many are you willing to host at this point in time. There is no obligation to serve as a host.

Adding a Generator – if applicable

Go to the "Generator" page to add the generators and fuel tanks for the facility:

Once the basic generator and fuel tank information has been added, click the "Services" link for the generator to specify the services powered by that generator. You can pick multiple services for each generator:

This can be completed for multiple services for each generator:

Clicking the "Services" Link also allows you to assign a Fuel Tank to a generator:

Documenting an Outage

Once certain static information items for a facility (such as generator information) have been entered, the facility can now document an "outage" event such as the loss of power.

When requested during an emergency event a facility can use this section to report an outage of public electrical power, public water service, and/or telephone service.

For the "Hurricane from Hell" event, let's document the loss of power and the use of a generator:

1. The first step is to indicate the outage type along with the date and time:

2. Once the outage event is documented, add a generator event by choosing the generator number for which an action is being taken (each generator you documented on the "Generator" page will be represented in the drop down list by its number).

3. Choose the generator action desired:

4. Until the application development is completed, enter the number of gallons of fuel available (for diesel and gasoline generators). This will estimate the duration of fuel availabilty.

You have now documented an outage event. Simply repeat the process for any change in status (i.e. when public power is restored and generators are shut down).

Patient Tracking

Patient data entry:

1. Log on to EMSTAT: http://dhh.louisiana.gov/ or http://dhh.louisiana.gov/index.cfm/page/248/n/24
2. Go to the Evacuations page
3. Click the Patients Link

4. Pick an incident from the Evacuations drop down box; pick a reason for the evacuation, then click the word "Add "at far left. Once the incident is added click "Evacuate "at far right. **THIS STEP WILL NOT EVACUATE YOUR RESIDENTS OR SHOW THAT THEY HAVE BEEN EVACUATED BUT WILL ALLOW YOU TO EDIT THE RESIDENTS.**

5. If residents are already entered into EMSTAT - compare the names listed in EMSTAT with the facility's current list of residents.

    ➢ **DELETE all names that are not current residents**.
    ➢ **Edit the remaining names to reflect current status**. (step # 6, 7)
    ➢ **ADD** any resident that is not listed **- Name**, **Sex**, **DOB**, **Triage** **Code** and **Type** then click **ADD then edit status.**
    ➢ When done the list reflect the current and correct list of residents.

6. After a patient/resident is added - you are now able to Edit or Delete that name.
    Delete any patient that is no longer a resident of your facility. Do not delete patient that is only temporarily away from facility.
    Edit status of patients that are residents of facility.

7. Click status of patient and then choose the current status enter date then CLICK ADD.

8. You may now choose a destination for this individual patient or **go to the Evacuate Patients page to evacuate groups of patients**. Patients can only be "Evacuated" to **Sites** or **Licensed Facilities** you have entered into the **Contacts Page**. If you do not see the site or licensed facility you will be evacuating to go to the **Contacts Page** and enter it.

9. Once the "Evacuate" link is clicked the resident names are made active and can be edited. The resident name that is highlighted and bolded –in this case - Malcolm Myron – is also the name that appears to the far right in the status box. You can change status- died, discharged evacuated, hospital. If that person was evacuated you can pick to which facility they were evacuated to by picking the evacuation site or licensed facility (ARCP or NH) they went to.

10. The residents can be edited several at a time by clicking the "Evacuate patients" tab.

11. You will need to click the Evacuate link for incident you are evacuating for

12. To move a patient (s) Click the patient name(s) to be moved, click a destination, the click " To-> "

13. Once done the information of the patient being transferred appears at bottom of page. Only the most recent move is displayed. To see all of a patients moves click "All"

14. Clicking "All" will display the patient's movement in chronological order.

Date of birth	SSN	Type	Triage code	Evacuation date	Destination site		Destination: Site / Nursing Home	Evacuated
12/25/1976	007070007	Staff	Staff	6/29/2010	HERITAGE MANOR OF BOSSIER	All	HERITAGE MANOR OF BOSSIER	6/29/2010
							TEST	5/27/2010
							TEST	5/27/2010
							SHREVEPORT MANOR, LLC	5/27/2010
							TEST	5/27/2010
							1 2	

15. To return the patient(s) to the " Home " facility; Click the patient name(s) to be moved, click the "home" destination, then click " To-> "

Application Support

If you need assistance with the application during non-emergency periods, you can access support by emailing Malcolm Tietje; malcolm.tietje@la.gov or Henry Yennie; henry.yennie@la.gov .

During an emergency, DHH will establish a help desk unit for support of this application. Details about accessing support during emergencies will be forwarded to you with the first request to update your status or shortly after the event has occurred.